

# ARIZONA

DEPARTMENT OF ADMINISTRATION  
TECHNOLOGY

## **Enterprise Email**

March 21, 2018

# The Why

## Governor Ducey

- Focused on running government at the speed of business
- Goal Council 5 created to provide a more efficient and accountable government to our citizens and taxpayers

## Arizona Management System (AMS)

- Designed to create efficiencies throughout state
- Desired a platform to increase communication and collaboration statewide
- Identified opportunities for statewide enterprise contracts

## Enterprise Email

- State agencies using 30 disparate and disconnected email platforms (Google, Microsoft, Groupwise, etc)
- Different pricing and contracts
- Google selected
- Governor's Office and Department of Administration have already migrated (1,607 users, 28 agencies)

## Desired Benefits

- Cross agency collaboration
- More efficient communication
- Easier data sharing
- Enhanced cost transparency

# Solution Overview

# All Inclusive Collaborative Platform

## **G Suite Enterprise Edition**

- Unlimited storage for every person - GMail and Drive
- Data loss prevention
- Unlimited Google sites
- Mobile Device Management
- Video conferencing, chat, phone
- eDiscovery and archiving
- Google Chrome Support



## Preparing for the Future

### Arizona Education

1. University of Phoenix (100k users)
2. ASU (72k users)
3. NAU (31k users)
4. Pima Comm. College (22k users)
5. Eastern Arizona College (7k)



G Suite for Education now has **70 million** users worldwide!

More than 5M businesses have gone **Google**

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**Honeywell**



# This is a movement... in government



## Arizona Is In Good Company

### 6 States on G Suite

- Colorado (31k users)
- Iowa (23k users)
- Maryland (65k users)
- Utah (24k users)
- Virginia (70k users)
- Wyoming (11k users)

### Proven Cost Savings (YoY)

- State of Colorado has saved over \$24M in the last 4 years
- State of Wyoming saved over \$1M just on the Video Conferencing
- State of Maryland / Utah / City of Los Angeles / City of Boston / etc. have similar cost savings to share.

# Vendor Selection

# Procurement Overview

There are two enterprise vendors that meet the State's needs, and offer a solution in this arena

The process was fair for both vendors

- **No RFP was needed.**
- **Negotiations:** Conducted process of negotiations with both vendors
- **Google:** Selected for single statewide contract with enterprise pricing

# Software Value Added Reseller (SVAR)

Used in AZ since 1998, allows one reseller to resell enterprise and other software licenses from established publishers to the State for a percentage fee. The reseller offers services in support of the value add concept, such as license portfolio reports, spend reports and purchasing history as well as dedicated customer service staff.

- Due to AZ's success with this concept, a nationwide cooperative (NASPO) elected us to be the national administrator for all states who choose to engage.
- Our current contractor is CDW-G, a national reseller of software and hardware.
- Contract #ADSPO17-149774 and is valid until 2020. Anticipated to be resolicited sometime in CY2019.
- This is how we've been procuring various email solutions throughout the state for 15+ years.

# Security Review

## Google package meets requirements for security:

- 6 states are using G Suite of tools, all with similar federal requirements
- Provides for E-Discovery
- Solution to meet the needs of a global community and has adapted to the global cyber attacks that it has seen over the years
- Publishes the regulations that they meet
- Partners and solutions that can enhance Suite to meet/exceed regulations
- Many additional ways to comply with changing regulations, including compensating controls and policies
- CJIS update



# Phase 0 Recap

# Approach

## Who we started with and Why

ADOA and Governor's office committed to being early adopters to help support the Governor's vision and uncover opportunities for efficiencies to help define future migrations.

### Phase 0

- Gov's Office
- ADOA and a portion of ADOA tenants
- Agencies impacted by 1740 move
- ROC

## Success Criteria

Ensuring technical and operational success through customer driven continuous improvement

- Migration success (technical) - mail and calendar content transferred
- Rollout success (operational) - users are functionally operational with mail and calendar
- Adoption success/Change management
  - Rollout approach
  - Communications
  - Training

# Risks

<i>Communication</i>		Multi-layered communication approach - email, Resource Site, Workplace, Engagement Managers, Core Team from ADOA and agency, etc
<i>User adoption</i>		Champions, training, cross-agency collaboration
<i>Change</i>		Dynamic approach to agency migration process
<i>Cost optimization</i>		Avoiding redundant licensing through ongoing analysis in partnership with stakeholders
<i>Business operations</i>		Digitize Arizona (DAZ) Committee, Pre-migration checklist, phase migration methodology, premiere implementation partner, and ongoing stakeholder analysis

# Roles & Responsibilities

	<u><b>ADOA-ASET</b></u>	<u><b>AZ Agencies</b></u>	<u><b>SADA</b></u>	<u><b>Google</b></u>
<b>Initiating</b>	<ul style="list-style-type: none"> <li>• Divide agencies by Phase</li> <li>• Divide agencies within phases into Groups</li> <li>• Collect technical details</li> </ul>	<ul style="list-style-type: none"> <li>• Identify tech SMEs</li> <li>• Provide inputs to technical discovery</li> </ul>	<ul style="list-style-type: none"> <li>• Build overall plan</li> <li>• Lead G Suite project discovery for new agencies</li> </ul>	
<b>Preparing</b>	<ul style="list-style-type: none"> <li>• Finalize provisioning and migration lists</li> <li>• Okta configuration</li> <li>• Virtru push</li> <li>• AODocs configuration</li> <li>• Resource creation</li> <li>• Send communications</li> </ul>	<ul style="list-style-type: none"> <li>• Provide access to legacy systems</li> <li>• Consult on legacy usage, users, needs, and data</li> <li>• Allocate team members for champions program</li> <li>• Send communications</li> </ul>	<ul style="list-style-type: none"> <li>• Consult on best practices and/or use cases</li> <li>• Migration setup</li> <li>• Group creation</li> <li>• Consult on communications</li> <li>• Prepare training</li> </ul>	<ul style="list-style-type: none"> <li>• Product escalations</li> </ul>
<b>Executing</b>	<ul style="list-style-type: none"> <li>• DNS changes</li> <li>• Mailflow changes</li> <li>• End-user support</li> <li>• Technical stabilization</li> <li>• Send communications</li> </ul>	<ul style="list-style-type: none"> <li>• End-user support (for agencies with an IT team)</li> <li>• Attend Trainings</li> <li>• Provide feedback</li> </ul>	<ul style="list-style-type: none"> <li>• Go-Live migration</li> <li>• Technical stabilization</li> <li>• End-user training</li> <li>• Consult on communications</li> </ul>	<ul style="list-style-type: none"> <li>• Product escalations</li> <li>• Onsite end-user support if warranted</li> </ul>

# Project Governance

	<u><b>ASET</b></u>	<u><b>Statewide</b></u>	<u><b>Google/SADA</b></u>
<b>Weekly</b>	<ul style="list-style-type: none"><li>• Core Team meeting</li><li>• Issues/Risks Log</li><li>• G Suite Adoption Team</li><li>• AO Docs Team</li><li>• Executive and Project huddles</li></ul>	<ul style="list-style-type: none"><li>• GC5 Enterprise Email Committee</li></ul>	<ul style="list-style-type: none"><li>• Technical Team</li><li>• Communications Team</li><li>• Change management</li><li>• Training</li><li>• Project management</li></ul>
<b>Monthly</b>	<ul style="list-style-type: none"><li>• Monthly business review</li></ul>	<ul style="list-style-type: none"><li>• GC5 DAZ Meeting</li><li>• CIO Council Meeting</li></ul>	<ul style="list-style-type: none"><li>• Business review</li><li>• Account management sync</li></ul>
<b>Quarterly</b>	<ul style="list-style-type: none"><li>• Quarterly business review</li></ul>	<ul style="list-style-type: none"><li>• GC5 Statewide Meeting</li></ul>	<ul style="list-style-type: none"><li>• Migration syncs</li></ul>
<b>Phase-based</b>	<ul style="list-style-type: none"><li>• Lessons learned (each migration)</li></ul>	<ul style="list-style-type: none"><li>• ITAC</li><li>• Kick-off meetings</li><li>• Change management syncs</li></ul>	<ul style="list-style-type: none"><li>• Technical</li><li>• Communications</li><li>• Change management</li><li>• Training</li><li>• Project management</li></ul>

# Defining our future, together...DAZ Committee

Led by **Kristy Sanchez** of  
*Department of Game and Fish*

Participating  
Agencies include...

- DES
- DEQ
- DCS
- ADOT
- AHCCCS
- AG
- DOC
- ADJC

Cross  
agency  
committee  
for  
Enterprise  
oversight

ROI tool  
for  
agencies

**DIGITIZE  
ARIZONA  
(DAZ)**

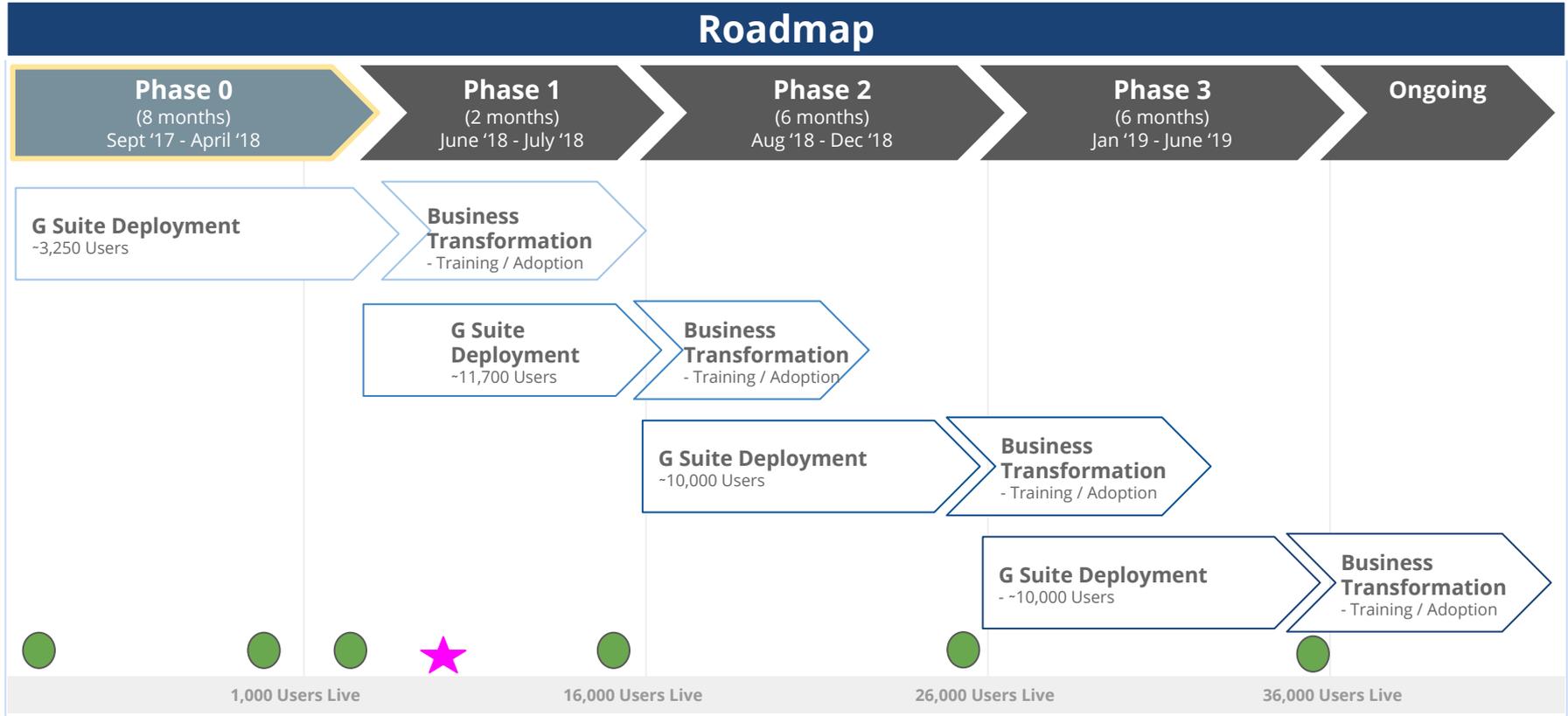
Ensure  
Readiness  
Checklist &  
training is  
completed by  
all agencies

Cost Savings  
and  
collaboration  
between  
agencies

## Empowering our employees...Google Champions

- **Best practice** for G Suite deployment
- Migrated and trained before end-users
- Weekly meetings
- Create enthusiasm
- Assist with Go Live
- Peer-to-peer instruction
- Reduces IT and Service Center calls

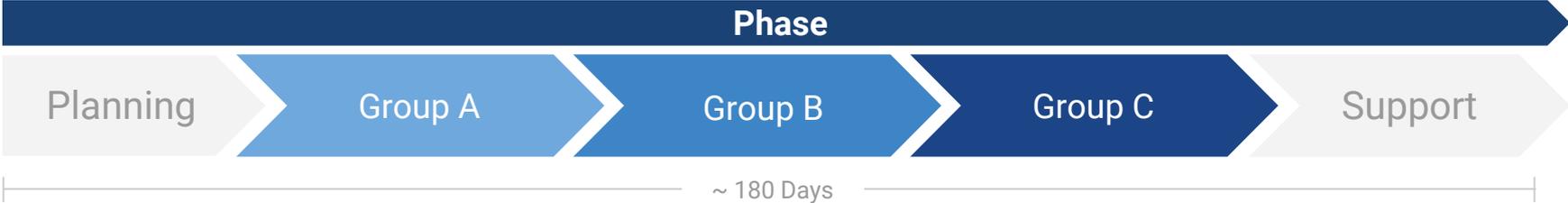
# Roll-Out Plan - Overview



**\*\*Dates / Timeline are tentative\*\***

● ITAC Review/Approval    ★ JLBC Review

# Deployment Methodology

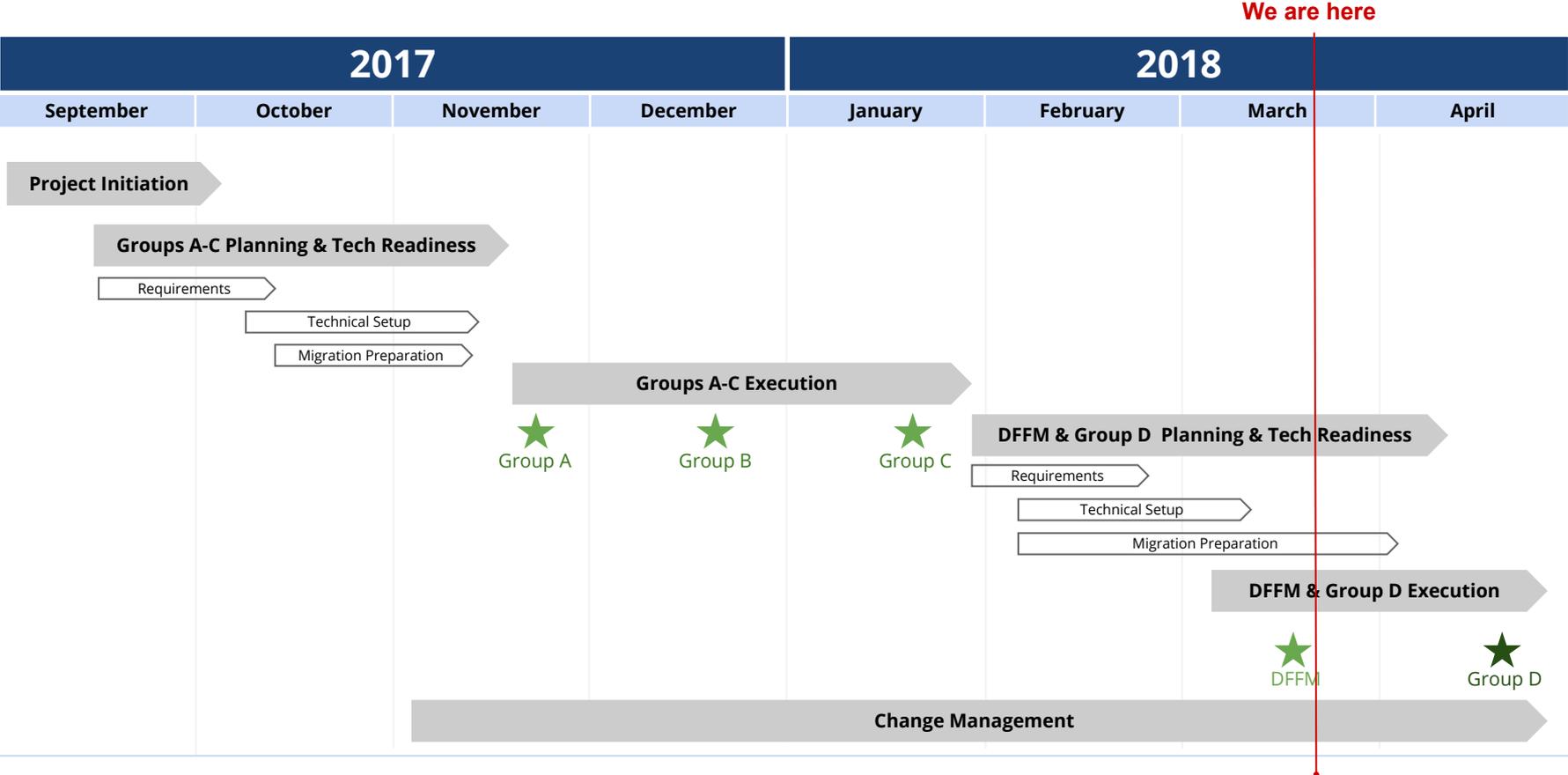


Group A ● Agency IT teams

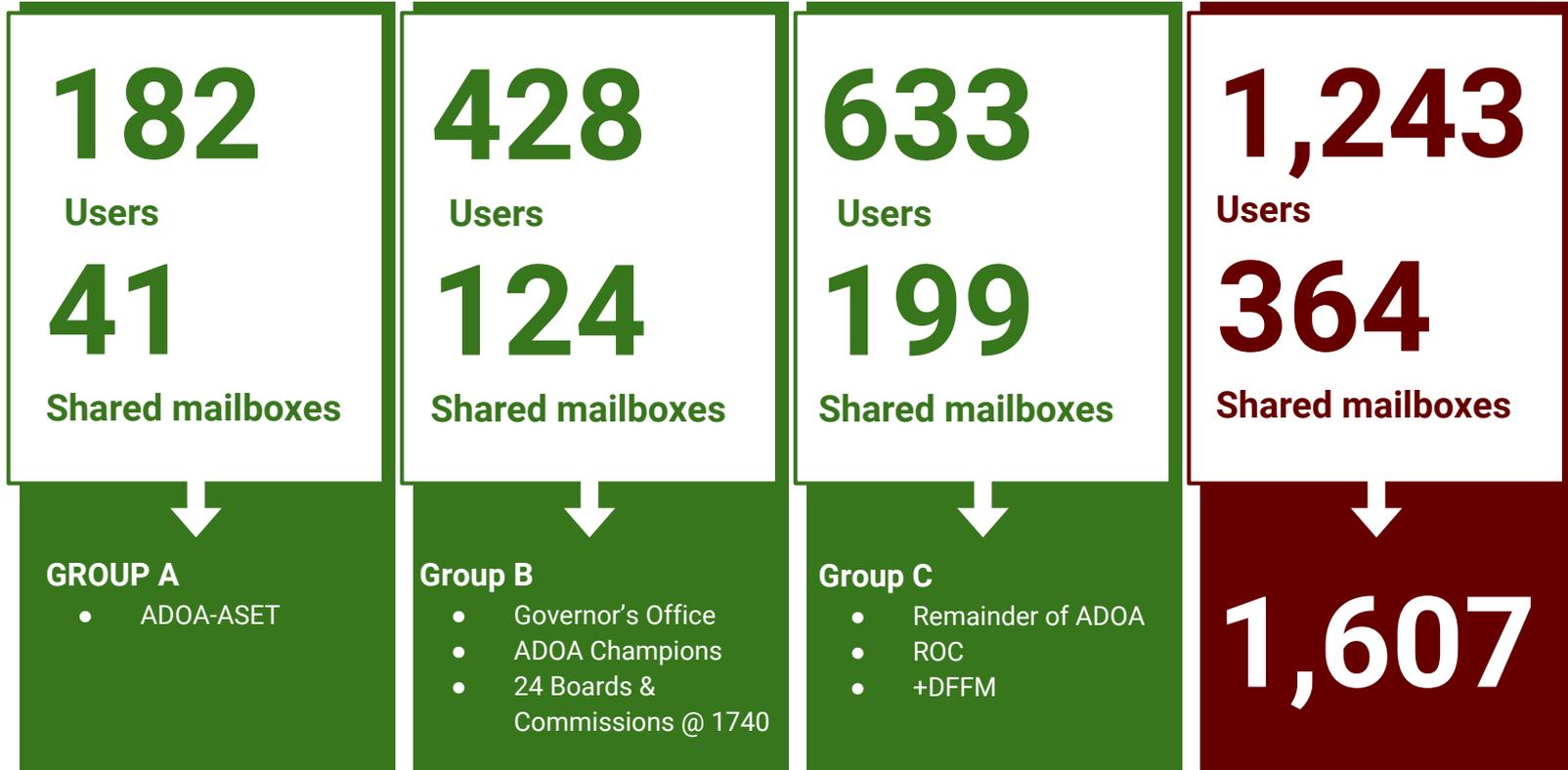
Group B ● Champions for agencies

Group C ● All remaining users for agencies

# Phase 0 - High-level Timeline



# Phase 0 - Results to Date



# Lessons Learned

## **Communications:**

- Executive sponsorship and presence - Town Hall
- Various outlets for communications (EMs, email, weekly calls, Resource Site, etc)
- Create kick-off meeting with agencies

## **Training:**

- Launched two versions of user training - Beginner and Intermediate
- Implement ongoing G Suite training for Drive, Docs, Sheets, Forms and Slides

## **Technical:**

- Created tracking category for Google
- Implemented “mobile parties”
- Hosting Google info session booths day of Go Live and following

# Phase 0 Extension

## Phase 0 Extension - March-April

1. Remaining ADOA email customers not currently migrated (23 agencies)
2. Agencies with expiring enterprise email agreements or support issues slated for Phase 1
3. Ability to engage in planning and analysis activities as needed for agencies slated for Phase 1 (e.g. DOC and DHS)

# 1 23 agencies

- Arizona Board of Fingerprinting
- Arizona Commission of African American Affairs
- Arizona Historical Society
- Arizona Pioneers Home
- Arizona Prosecuting Attorney's Advisory Council
- Arizona State Board for Charter Schools
- Arizona State Board of Technical Registration
- Arizona State Mine Inspector
- Automobile Theft Authority
- Board of Education
- Board of Equalization
- Board of Executive Clemency
- Board of Pharmacy
- Board of Tax Appeals
- Commission for the Deaf and Hard of Hearing
- Department of Financial Institutions
- Department of Liquor Licenses & Control
- Department of Real Estate
- Governor's Office of Highway Safety
- Navigable Stream Adjudication Commission
- Office of Economic Opportunity
- Residential Utility Consumer Office
- School Facilities Board

# 2 8 agencies

- Arizona Exposition & State Fair
- Arizona Lottery
- Arizona Office of Tourism
- Department of Emergency and Military Affairs
- Department of Game & Fish
- Department of Insurance
- Industrial Commission of Arizona
- Peace Officers Standards and Training Board

## New Amended PIJ Financials *(Phase 0) 3,250 est. users*

FY	PIJ Category	Development	Operational	Description
2018	P&OS	\$130,000	\$0	User Migration to Google by SADA (Phase 0 & 1 est.), \$40.00/user
2020-2022	L&M Fees	\$0	\$369,590	Google Suite Licensing Cost, \$113.72/user
2018	L&M Fees	\$389,910	\$0	Single Sign-On OKTA Initial Implementation
2019-2022	L&M Fees	\$0	\$63,343	Single Sign-On OKTA, \$19.49/user
2018	L&M Fees	\$147,843	\$0	Doc Mngmt AODocs Initial Lic. Fee, \$45.49/user
2019-2022	L&M Fees	\$0	\$147,843	Doc Mngmt AODocs yr 2-5 (per-user per adoption rate \$17-\$58.50)

<i>Five Year Life-Cycle Summary</i>						
<i>Cost Description</i>	<i>FY2018</i>	<i>FY2019</i>	<i>FY2020</i>	<i>FY2021</i>	<i>FY2022</i>	<i>Total</i>
Development Costs	\$667,753*	\$0	\$0	\$0	\$0	\$667,753
Operational Costs	\$0	\$211,185	\$580,775	\$580,775	\$580,775	\$1,953,510
Total Project Costs	\$667,753	\$211,185	\$580,775	\$580,775	\$580,775	\$2,621,263

\* Note on FY18 Development Budget available in change request

**Questions?**

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# APPENDIX

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## Additional Technical Benefits

- Enterprise directory for employee contact information and calendar availability
- Single statewide identity for enterprise applications (through Okta) - will be utilized for HRIS, S2P
- Increased security through one point of authentication enabled with multi-factor support
- More efficient administration of the system frees agency resources for higher value tasks (e.g. exchange server administration and provisioning tasks)

## Go Live Day!

- Info booth sessions - Google and SADA supported info-booths at all/strategic locations day of
- Champions - on-site and ready to assist
- “Mobile parties” - dedicated hours to help end-users set-up mobile devices to access G Suite on-the-go
- Trainings - Webinars for end users to access day-of Go Live, they can use their actual account to set-up their mail and calendar

## Post-migration

- Lessons learned session with ASET and key agency personnel
- Surveys sent to end users for feedback on migration
- Ongoing training - email/calendar, G Suite (drive, docs, sheets, slides, forms, etc.)